



## TECHNICAL SERVICE BULLETIN

### Various CAN Communication Issues - Built On 06-Apr-2021 And Through 26-Jul-2021

**21-2412**19 November  
2021**Model:**

Ford 2021 Ranger
---------------------

**Issue:** Some 2021 Ranger vehicles equipped with four-wheel drive and built on 06-Apr-2021 and through 26-Jul-2021 may experience a controller area network (CAN) communication issue that will set one or more communication fault diagnostic trouble codes (DTCs). This may be due to an internal hardware fault within the all terrain control module (ATCM)/mode select switch (MSS).

**Action:** Follow the service procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2021 Ranger
- Equipped with four-wheel drive
- Built on 06-Apr-2021 and through 26-Jul-2021
- Experiencing an intermittent or continuous CAN communication issue
- And at least one of the following:
  - DTCs U0212, U023A, U0131, U0158, U0138, U0151, U0415 and/or U0455 set in any vehicle module
  - A communication DTC (U-code) set in the ATCM, steering column control module (SCCM), image processing module-A (IPM-A), power steering control module (PSCM), restraints control module (RCM), anti-lock brake system (ABS) module, occupant classification system (OCS) and/or head up display (HUD) modules

**Parts**

Service Part Number	Quantity	Description
14B596 or 14B166	1	All Terrain Control Module - Refer To The Parts Catalog For The VIN Specific Application

Quantity refers to the amount of the service part number required to repair the vehicle.

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**Labor Times**

Description	Operation No.	Time
2021 Ranger: Diagnose And Replace The ATCM/MSS Module (Do Not Use With Any Other Labor Operations)	212412A	0.6 Hrs.

**Repair/Claim Coding**

Causal Part:	7Z155
Condition Code:	42

**Service Procedure**

1. Disconnect the 12v battery. Refer to Workshop Manual (WSM), Section 414-01, Mounting and Cables, General Procedures, Battery Disconnect and Connect.
2. Access and disconnect the gateway module connector C2431 and measure resistance across pins 17 and 18 (harness side). Is the measured resistance greater than 100 ohms?
  - (1). Yes - this article does not apply. Refer to WSM, Section 418-00 for normal diagnostics.
  - (2). No - continue to Step 3.
3. Access and disconnect the ATCM/MSS connector C3393. Refer to WSM, Section 308-07A, Removal and Installation, Mode Select Switch (MSS).
4. Access the gateway module connector C2431 and measure resistance across pins 17 and 18 (harness side). Is the measured resistance greater than 100 ohms?
  - (1). Yes - replace the ATCM/MSS module. Refer to WSM, Section 308-07A, Removal and Installation, Mode Select Switch (MSS).
  - (2). No - this article does not apply. Refer to WSM, Section 418-00 for normal diagnostics.

---

© 2021 Ford Motor Company

All rights reserved.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.